



Auto Body Association of Connecticut

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"Pulling together for a better future"

FTR

March 5, 2015

Senator Joseph J. Crisco, Jr.
State Representative Robert W. Megna
& Members of the Insurance and Real Estate Committee
Room 2800, Legislative Office Building
Hartford, CT 06106

Re: HB-6869
AN ACT CONCERNING AUTOMOTIVE GLASS WORK APPOINTMENTS.

Dear Senator Crisco & Representative Megna:

Please accept this letter of support of HB-6869, which would prohibit insurance companies and third-party administrators from scheduling automotive glass work appointments for insureds. The law appears designed to help control insurer steering of automotive glass claims, which is currently out of control.

Over the past several decades, insurers in the auto repair market have sought to engage in practices beyond traditional underwriting of risk. Today, we see insurers exercising unparalleled control over appraisers, over the business of glass repair, and over auto body repair facilities (through direct repair programs and otherwise). This incursion, while seemingly more convenient to consumers, is producing cheaper, less reliable, and less safe repairs. Insurer intrusion has nearly wiped out independent glass repair facilities; and at an alarming rate, squeezed from the market independent auto body repair facilities.

When insurers call the shots on auto and glass repairs, consumers suffer the consequences. The Auto Body Association of Connecticut supports HB-6869 and all of the ongoing efforts by this legislature to improve transparency and reign-in insurer control over auto repair and glass claims.

Thank you for the opportunity to comment.

Anthony Ferraiolo
President, Auto Body Association of Connecticut